

## First Term Report



Mayor's Office of Neighborhoods  
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### Neighborhood Organizing

A neighborhood organization is the backbone of a healthy neighborhood. It establishes a unified voice for the community- one that is loud and clear. Over the past four years the Mayor's Office of Neighborhoods (MOON) has been committed to assisting neighborhoods that wish to address, and respond to, the needs and concerns of their community through neighborhood organizing. In addition to providing "Neighborhood Association Tool Kits," and other informative materials, neighborhood liaisons have met with many neighborhood leaders, providing guidance and direction as they seek to establish associations. As the neighborhoods have organized, they have seen first hand the advantages of having a unified voice. From crime prevention to traffic calming, neighborhood beautification to simply an improved image, neighborhoods have not only enhanced their

quality of life, many people have formed long-lasting bonds with those who share a vested interest in their community- their neighbors! There are currently 341 organized neighborhood groups registered with the Mayor's Office of Neighborhoods. We have enjoyed working with these groups, and we look forward to assisting new neighborhoods as they search for creative ways to organize and address their specific issues.

If you and your neighbors have been considering organizing your neighborhood, there's no need to wait any longer. The MOON staff welcomes the opportunity to meet with and assist you and your neighbors as you walk through the process of forming your group.

For more information on Neighborhood Organizing please contact Monica Clayton at 862-6000.



## First Term Report

Since its inception in 1999, our Office of Neighborhoods has been working hard to enhance the quality of life throughout Nashville's neighborhoods by placing a renewed focus on the needs of the citizens. Through programs such as the Neighborhood Response Team, Neighborhood Training Institute and the Community Enhancement Grants we have built a strong foundation for the future of Nashville's neighborhoods.



It is my pleasure to send to you the Office of Neighborhood's first term report. From the beginning we have worked to respond to the needs of the city and to empower neighborhoods to take charge. Since we began four years ago, we have more than doubled the number of organized neighborhood association in Nashville. Today there are more than 345 neighborhood associations.

We are proud of the progress we have made, but now we must continue to build on the foundation we have established. As we move forward, we will continue to focus our efforts on community leadership, training, organization and information sharing. By working together in these areas, empowering our citizens and neighborhood associations, we will improve the quality of life in Nashville.

Bill Purcell  
Mayor

Greetings from Our Director

Upon taking office September 21, 1999, one of Mayor Purcell’s first official acts was to sign an executive order creating the Mayor’s Office of Neighborhoods. The goal was to link neighborhood groups and citizens to Metro Government so that through these efforts, Nashville’s neighborhoods would become stronger, better places to live.

Over the past four years, we have sought to build stronger neighborhoods through the development of much needed programs. Today, the goal and mission of the office remains clear as we seek to *improve the quality of life in Nashville’s neighborhoods through a more informed, active and involved citizenry and enhanced governmental response to community needs.*

This first term report gives an account of where we’ve been and where we are. A city is but a reflection of the dreams, goals and achievements of its citizens. We are committed to providing neighborhoods and individuals with the tools to address their most pressing needs while improving their quality of life. With your help, we will be able to reach and surpass the goal.

The staff of the Mayor’s Office of Neighborhoods has enjoyed working with, and getting to know, the various neighborhoods and neighborhood leaders during the first term. We look forward to working with you even more to make Nashville’s neighborhoods better places to live in the coming years.

Michelle Cummings Steele

Michelle Cummings Steele  
Director



Nashville Night Out Against Crime

Nashville Night Out Against Crime (NNO) is part of a national campaign designed to heighten crime and drug prevention awareness; generate support for, and participation in, local anti-crime programs; and strengthen neighborhood spirit and police-community partnerships. Along with the traditional block parties and cookouts, neighborhoods throughout Nashville celebrate NNO with a variety of events and activities such as ice cream socials, swimming pool parties, youth programs, contests, vigils and visits from local police and fire.

The Mayor’s Office of Neighborhoods, in partnership with several Metro departments, businesses and neighborhood leaders, forms a committee to coordinate the 50+ events happening simultaneously every 2<sup>nd</sup> Tuesday in August. The committee is also responsible for increasing participation each year and recognizing neighborhood watch groups and individuals for their help in preventing and fighting crime through an awards ceremony.

The “Neighborhood Hero” award recipients are selected because of their involvement in neighborhood associations, crime prevention efforts, untiring work in the community, leadership and more.



Mayor Bill Purcell, honorary chair of the event, and the Office of Neighborhoods, attended close to 50 neighborhood block parties in the first term. The Mayor’s Office of Neighborhoods will continue to support the efforts of NNO, this unique crime and drug prevention endeavor that lets criminals know that Nashville’s neighborhoods are organized and fighting back.

Mayor’s Night Out/ Mayor’s Night In

One of Mayor Purcell’s main objectives is to provide Nashville’s citizens with opportunities to voice their opinions and concerns about issues that affect their daily lives. Throughout the past four years one way this goal has been achieved is through the Mayor’s Night Out/ Mayor’s Night In program. This forum has been well received by the city, and has allowed constituents not only an opportunity to voice their concerns, but a chance to be heard directly by the Mayor.

During Mayor Purcell’s first term he spoke with, and listened to, citizens all over Nashville at thirty-one Mayor’s Night Outs. In addition to visiting thirty-one districts, Mayor Purcell held six Mayor’s Night Ins at the Metropolitan Courthouse. Accompanying the Mayor at each event were Council Members, representatives from many Metro Departments such as Police, Fire, Public Works, Codes, Water, Public Schools, Social Services, Parks, and, of course, the Mayor’s Office of Neighborhoods staff. Constituents were able to meet directly with the leaders of various Metro departments to discuss issues ranging from traffic/crime to storm water/flooding.

As a testament to the efficiency of the program, and its impact on the people of Nashville, the Mayor’s Night Out/ Mayor’s Night In forum saw a decrease in the number of concerns brought before the Mayor from the inception of the program to the end of his first term. As the second term begins, the Mayor and his Office of Neighborhoods expects that the citizens of Metro Nashville and Davidson County will continue to be positively impacted as they make their voices heard.



Neighborhood Response Team

The Neighborhood Response Team, chaired by the Mayor’s Office of Neighborhoods, meets to coordinate the city’s response to neighborhoods and to handle, and respond to, neighborhood audits. The committee evolved from the Community Response Team created during the Bredesen administration, with the intent to focus the attention of Metro’s departments on improving the quality of life in Nashville’s neighborhoods.

The Neighborhood Response Team consists of representatives of the Metro Nashville Police Department, Parks Department, Water Services, Public Works, Planning Commission, Public Health Department, Social Services, Nashville Electric Service, Nashville Fire Department, Metro Development and Housing Agency, Legal Department, Codes Administration, Davidson County Sheriff’s Office, the Historical Commission and is convened by the Mayor’s Office of Neighborhoods.

In September 2002, the NRT embarked upon its first neighborhood initiative, coordinating the services of several Metro departments into a specific area of Nashville. The area identified was North Nashville. The boundaries included: (North) Metro Center Blvd. (East) Metro Center / I-65 (South) I-40 (West) 28<sup>th</sup> Avenue. The area was inspected on a street-by-street basis for Codes and Health violations, alleys were cleaned by Public Works, hydrants flow tested by Metro Water Services, NES conducted a

street light survey, and the Sheriff’s Office removed trash from the right of way. 52.57 tons of trash and debris were removed from North Nashville during this NRT initiative.

The second neighborhood initiative undertaken by the Neighborhood Response Team in February of 2003 was in South Nashville. The boundaries of this audit included: (North) I-40, (East) I-24, (South) Antioch Pike, (West) I-65. The area was inspected on a street-by-street basis for Codes and Health violations, alleys were cleaned by Public Works, hydrants flow tested by Metro Water Services, NES conducted a street light survey, and the Sheriff’s Office removed trash from the right of way. 211.5 tons of trash and debris were removed from South Nashville during this NRT initiative.

East Nashville was the focus of the NRT initiative beginning in May of 2003. The boundaries of this initiative include: (North) Greenfield Avenue (East) Riverside Drive / Shelby Pak (South) Shelby Park / Davidson Street / I-24 (West) Ellington Pkwy./ Douglas / Gallatin Rd. The area was inspected on a street-by-street basis for Codes and Health violations, alleys were cleaned by Public Works, hydrants flow tested by Metro Water Services, NES conducted a street light survey, and the Sheriff’s Office removed trash from the right of way. 377.22 tons of trash and debris were removed from East Nashville during this NRT initiative.

The Neighborhood Response Team will commence efforts in January 2004 with even more focus on areas in need of attention from Metro government. For more information on this program, go to [www.nashville.gov/neighborhoods](http://www.nashville.gov/neighborhoods).

Community Enhancement Grants

In July of 2001 the Metropolitan Council approved \$100,000 for Community Enhancement Grants available to neighborhood groups throughout the city. Because a lack of resources can be a deterrent to most neighborhoods becoming organized and getting residents involved, the mission of the Mayor’s Office of Neighborhoods was clear. The Community Enhancement Grants program would foster effective ways for citizens and neighborhood organizations to initiate and carry out small-scale neighborhood improvement projects; forge strong alliances among residents, businesses, neighborhoods, and the city; and increase the investment of resources in neighborhoods through public/private partnerships. And that’s exactly what it has done. In its first year grants were awarded to 31 neighbor-

hoods in increments of up to \$5,000. Neighborhoods throughout Nashville and Davidson County were hard at work; from Northwest Nashville Civic Association to South Nashville Action People; from Eastwood Neighbors to The Green Hills Action Partners. The groups were holding neighborhood festivals, beautification and crime prevention projects, community gardens and tutoring programs. Each neighborhood group received media attention, increased membership, and obtained the experience and encouragement to apply for other grants available to them. The second year, FY 2002-2003, 28 neighborhood groups received a grant to carry out their proposed projects. New neighborhoods like Renraw and Historic Talbot’s Corner and new projects such as walking tours and business

unification programs came on board. This fiscal year, over 75 neighborhood groups are eligible to apply. The Mayor’s Office of Neighborhoods is confident the Community Enhancement Grant program will continue to build on the success it has already achieved. Opportunities for growth would be possible by increasing the funds available to the program, allowing more groups to receive funding. This would mean increased safety, more beautification, and most importantly, stronger neighborhoods. The Community Enhancement Grant program is a key initiative of the Mayor’s Office of Neighborhoods, touching the core of our mission; improving the quality of life in Nashville’s neighborhoods.

The fiscal year 2001-2002 grant recipients were:

Neighborhood	Awarded	Type of Program
Breeze Hill Neighbors	\$2,500.00	Garden/Composting
Buena Vista Neighborhood Association	\$4,000.00	Enhancement/Clean-up
Castlegate Civic Club	\$5,000.00	Signage/Lighting
Claymille Station Homeowners Association	\$3,500.00	Signage
Dickerson Road Merchants Association	\$4,950.00	Planning/Crime Prev.
East Hill Neighborhood Association	\$3,500.00	Signage
Eastwood Neighbors, INC	\$4,950.00	Signage
Edgehill Community Garden	\$1,325.00	Community Garden
Friendship Community Outreach Center	\$1,650.00	Tutoring Program
Gillock/Hilltop Lane Neighborhood Watch	\$3,500.00	Crime Prevention
Greenwood Neighborhood Assoc.	\$968.00	Lighting/Crime Prevention
Hadley Park-Clifton Ave. Neigh. Assoc.	\$4,000.00	Neighborhood Festival

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Haynes Garden Tenant Council	\$2,100.00	Community Garden	<div>ON Nashville Newsletter continued</div> <p>ON Nashville has also provided the Mayor’s Office of Neighborhoods a forum to introduce new programs such as the annual Celebrating Neighborhoods Conference and the Neighborhood Training Institute. The newsletter has covered the Healthy Nashville 2010 Initiative announcement from Mayor Purcell, as well as topics such as budget approval, the Tennessee State Fair, and Waste Management.</p> <p>The Mayor’s Office of Neighborhoods has also used the newsletter as a means to spotlight neighborhood groups and associations across Nashville and Davidson County. From Historic Germantown Neighborhood’s walking tour, to the history of The Belmont Hillsboro Neighbors, the successes of neighborhood groups have been shared to inspire and inform us all.</p> <p>The ON Nashville mailing list has grown to over 1000 during Mayor Purcell’s first term in office, and we hope to continue to share the publication with increasing numbers of Nashville neighbors. Previous issues are available online at <a href="http://www.nashville.gov/neighborhoods/newsletter.htm">www.nashville.gov/neighborhoods/newsletter.htm</a>. If you would like to be added to our mailing list, please contact Erin Williams at 862-6000 or at <a href="mailto:erin.williams@nashville.gov">erin.williams@nashville.gov</a>.</p> <div>MOON Website</div> <p>The Mayor’s Office of Neighborhoods designed a website with Nashville’s neighborhood leaders in mind. By visiting <a href="http://www.nashville.gov/neighborhoods">www.nashville.gov/neighborhoods</a> citizens can get up-to-date information on grants, training institute courses, and the many other services we offer.</p> <p>Web visitors can view the list of neighborhoods registered with our office and get a link to their websites. If a neighborhood is not organized, we offer tips on how to get one started. You can even register your neighborhood group online! We offer links to other great resources such as the “Who To Call To Get Help” list, even some non-profit organizations that impact neighborhoods. The website provides a listing of courses offered through our Neighborhood Training Institute and allows online registration. Information and registration for the annual <i>Celebrating Neighborhoods</i> Conference is also made available online.</p> <p>Plans to take the website even farther include adding tips for successful neighborhood festivals. To accomplish this we will ask neighborhood organizations with party-planning experience to submit their ideas on games, ice-breakers, food, advertising, etc. The Office of Neighborhoods will also expand the website by offering suggestions for effective communication in your neighborhood. Topics covered will include phone trees, email, websites and newsletters. Our website will give tips on newsletter do’s and don’ts, ideas for articles and calendars, and we will even have links to eye-catching graphics and clipart that can be incorporated into any newsletter.</p> <p>Our website is constantly changing and growing. We welcome everybody’s input. The purpose of this website is to keep our citizenry informed, active and involved.</p> <div>. . . . .</div>		
Haynes Heights Neighborhood Assoc.	\$2,500.00	Membership Enhancement			
Historic Germantown	\$1,100.00	Arboretum			
Jones/Buena Vista Neighborhood	\$725.00	Crime Prevention/Safety			
Neighbors Of Antioch	\$1,500.00	Neighborhood Festival			
Neighbors Against Crime	\$4,300.00	Lighting/Crime Prevention			
North Nashville Org. Com. Improvement	\$3,000.00	Enhancement/Clean-up			
Northwest Nashville Civic Association	\$3,015.00	Beautification/Signage			
Old Hickory Village Neighborhood	\$5,000.00	Historic Markers/Signage			
Perry Heights Neighborhoods Assoc.	\$3,025.00	Signage			
Richland West End Neighborhood	\$2,982.00	Beautification			
Riverwood Residents Association	\$4,977.00	Signage			
Rolling Acres Neighbors	\$2,000.00	Membership Enhancement			
South Nashville Action People	\$5,000.00	Crime Prevention			
Sunnyside Community Citizens, Inc.	\$4,968.00	Lighting/Crime Prevention			
Sylvan Park Neighborhood Association	\$4,130.00	Art Project/Signage			
The Green Hills Action Partners	\$3,500.00	Signage			
Trimble Action Group	\$1,328.00	Crime Prevention/Safety			
Woodbine Community Organization	\$5,000.00	Community Garden			
The fiscal year 2002-2003 grant recipients were:					
Neighborhood	Awarded	Type of Program			
Castlegate Civic Club	\$473.60	Membership Enhancement			
Concerned Citizens of South Inglewood	\$3,000.00	Crime Prevention Festival			
East End Neighborhood Association	\$5,000.00	Signage			
Eastwood Neighborhood Association	\$400.00	Picnic Tables			
Greenwood Neighborhood Association	\$4,000.00	Neighborhood Festival			
Hadley Park Neighborhood Association	\$4,893.35	Crime Prevention			
Haynes Garden Tenant Council	\$5,000.00	Tutorial Program			
Historic Germantown, Inc.	\$5,000.00	Signage and Walking Tour			
Historic Talbots Corner	\$4,456.00	Signage			
Jefferson Street United Merchants Partnership	\$5,000.00	Jazz and Blues Festival			
Joelton Community Club	\$1,115.00	Signage			
Maxwell Area Neighborhood Association	\$3,679.00	Signage			
Montague Neighborhood Association	\$5,000.00	Signage			
Murfreesboro Road Business Association	\$4,318.00	Unification			
Neighborhood Improvement Project	\$2,500.00	Neigh. Improvement Contest			
Neighbors Reaching Out	\$3,510.00	Community Day			
Northeast Nashville Coalition	\$5,000.00	Coalition Pride Festival			
Organized Neighbors of Edgehill	\$4,114.00	Tool Lending Library			
Plantation Drive/Hermitage Hills	\$3,650.00	Community Mini Park			
Renraw Neighborhood Group	\$470.00	Signage			
Richland West End	\$5,000.00	Arboretum Improvement			
Roxanne Drive Neighborhood Watch	\$3,414.00	Festival			
Southside Neighborhood Coalition	\$823.88	Festival			
Sunnyside Community Citizens, Inc.	\$2,082.50	Youth Promotion			
Sylvan Heights Neighborhood Association	\$3,380.00	Spring Festival			
Tennessee Neighborhood Volunteers	\$4,695.00	Educational Resource Center			
Tomorrow's Hope	\$5,000.00	Safety			
Woodland-in-Waverly	\$5,000.00	Banners and Markers			
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City Services Survey

A key aspect of enhancing governmental response to community needs is accomplished by retrieving feedback from citizens regarding the services they need. The Office of Neighborhoods has obtained a general opinion about government services from citizens throughout all of Davidson County through the City Services Survey. Surveys are mailed to neighborhoods registered with our office. We ask about the priorities in neighborhoods; whether sidewalks and roads, crime and safety, flooding and storm water, or trash and illegal dumping are your top concerns.

From the surveys you have told us that crime and safety continue to be the top priority in most neighborhoods. Your second priority: sidewalks. In 2003 36% of surveyors believed the quality of public services was good, 19% rated it very good. In 2001 34% rated public services as good and 15% rated it very good.

In 2003 39% believed the condition of the homes in their neighborhood was good, while 29% said it is very good and 13% think it was excellent. In 2001 36% rated the condition of the homes in the neighborhood as good, 35% rated it as very good, and 14% rated it as excellent.

In 2003 56% percent of the people surveyed said the feeling of safety in their area was fair to good. In 2001 32% rated the feeling of safety in their area as good. Other concerns in every neighborhood include speeding and traffic calming.

The data we obtain is forwarded to the Metro Departments responsible for the concerns mentioned. This information, separated by zip codes, helps us gain a clearer picture of the concerns in every part of town. It's a very simple questionnaire but the results have a real impact on the services Metro provides.

ON Nashville Newsletter

Published by the Mayor's Office of Neighborhoods, *ON Nashville* is intended to inform and enlighten neighborhood leaders about Metro departments, Mayor's Office initiatives, and issues that affect the quality of life in Nashville's communities. *ON Nashville* has been and will continue to be a source of information for neighborhood associations to utilize for the betterment of their communities.

One function of *ON Nashville* has been to explain the day-to-day workings of key Metro departments. Public Works, Codes, Public Library, Nashville Fire Department, Metro Animal Services, Vector Control and Metro Parks have all been spotlighted to provide a snapshot of the departments' contributions to Nashville neighborhoods. Knowing the appropriate department to contact gives citizens a quick route to solutions to many of their neighborhood problems.

Celebrating Neighborhoods Conference

The Mayor's Office of Neighborhoods sponsors the Celebrating Neighborhoods annual conference each November. The purpose of the conference is to encourage a dialogue between neighborhood leaders and Metro departments about ways to improve the quality of life in Nashville. The conference also serves as a kick off to the Neighborhood Training Institute. Each conference features a series of workshops and general sessions similar to those offered through the Training Institute and designed to provide attendees with the skills and understanding necessary to create sustainable growth in neighborhoods. Experts from key departments are on hand to discuss issues that impact neighborhoods such as revitalization, crime prevention and reduction, politics and neighborhoods, organizational effectiveness and building partnerships by engaging the faith community.



In 2001, the conference theme was "Uniting to Build Stronger Communities." Mayor Purcell and the MOON staff welcomed Michael Schoenfeld, vice chancellor for public affairs at Vanderbilt University, as the morning speaker and Grant Jones, founder/director of the Metro Denver Black Church Initiative, as our featured luncheon speaker. The Neighbor of the Year award was given

to John Stern and the Vanguard award was given to Betty Nixon for their service to Nashville neighborhoods. The Mayor's Office of Neighborhoods also presented the first Community Enhancement Grants to 31 neighborhood associations, totaling \$100,000.



Mayor Purcell sponsored the second annual Celebrating Neighborhoods conference in November 2002, "Building on Our Past, Focusing on Our Future." Dr. Forrest Harris, President of the American Baptist College, began the program by speaking about the merits of neighborhood involvement. Our featured luncheon speaker was the Honorable Stephen Goldsmith, former Mayor of Indianapolis and Senior Advisor to President George W. Bush on faith-based and not-for-profit initiatives. The Neighbor of the Year award was given to Carrie Fussell and the Vanguard award was given to Rev. Bill Barnes. The Community Enhancement Grants were awarded for the 2002-2003 cycle to 28 neighborhood groups, totaling \$100,000.

More information on the Celebrating Neighborhoods Conference series is available online at [www.nashville.gov/neighborhoods/conference.htm](http://www.nashville.gov/neighborhoods/conference.htm).

Neighborhood Training Institute

The mission of the Neighborhood Training Institute is to:

- Enhance your ability to advocate for your community
- Provide skills needed to implement neighborhood projects and plans
- Increase capacity for shared leadership within your organization
- Build powerful, productive and collaborative partnerships with other neighborhoods and City departments

Since its inception, the Institute has provided training in many areas to help support the citizens of Nashville. The variety of classes provided have been wide and diverse. For example, during the first year of offerings, Finance Director David Manning offered “Dollars and Sense of Financing Metropolitan Government” while “Zoning 101: Citywide Land-use” was provided by the Codes Administration. In addition, classes on fire prevention and safety as well as grant writing were offered.

Some classes were offered to help make the neighborhood a better place by better equipping its leaders with tools. For instance, a class on becoming a 501 (c) 3, while not essential for all neighborhoods, provided information on financial incentives and grant opportunities for neighborhoods who choose this direction. As neighborhoods become more involved in determining their futures, more non-traditional classes were offered such as “Working with the Media” where journalists and broadcasters were presenters with a goal of helping neighbors understand how to work with media representatives to advance their projects.

Other classes offered included:

- Emergency Preparedness
- West Nile Virus Prevention
- Crime Prevention and Reduction: Design Crime out of your neighborhood
- Opening Doors to Home Ownership
- Generating Resources: Keys to Successful Grant Proposals

In addition to outstanding presenters, materials were provided to attendees in each class. Materials ranged from governmental forms and documents, to “how-to” manuals for use in dealing with neighborhood projects. The classes were offered at night and on weekends and were free for registrants.

Class attendees were offered a chance to shape and improve the program through the evaluation process. One attendee stated, “I wish these courses had been taught 20 years ago. It would have made organizing my neighborhood a whole lot easier.” Another commented, “this is the best class I have ever attended.” While every opinion is not as positive, evaluations indicate that these classes are filling a needed void in the neighborhood landscape of Nashville. Citizens are invited to make suggestions of future class offerings. In fact, some of the best courses have come from a concept advanced by citizens.

If you would like to get more information, visit [www.nashville.gov/neighborhoods/training.htm](http://www.nashville.gov/neighborhoods/training.htm) or to suggest a class contact Erin Williams at 880-1810 or at [erin.williams@nashville.gov](mailto:erin.williams@nashville.gov)

Constituent Services

A clear goal during Mayor Purcell’s first four years was making Metropolitan Government responsive to the needs and concerns of the citizens of Nashville and Davidson County. Through a professionally managed, proactive constituent services program, this goal has been achieved. Each day, neighborhood liaisons work with citizens who stand in need of assistance and direction.

Constituent services handles citizen calls for assistance. This assistance may be as simple as providing basic information and direction. Just as often it may be working to find a solution to a complex problem that is plaguing the citizen or a neighborhood.

On an annual basis, nearly 10,000 requests for assistance work their way through the Mayor’s Office constituent service process. These inquiries offer both a challenge and an opportunity to provide needed services for neighbors throughout Davidson County.

Requests for information may be the most common inquiry of the office. Individuals call regarding roaming animals, problems with drainage from storm water and a variety of other similar situations. While, some inquiries are simple, other situations presented are intricate issues that may require a more involved action. Typically, the

process is simple, yet effective. A citizen contacts the Mayor’s Office to report a pothole on one of the city streets. The Neighborhood Liaison records basic information including personal information as well as details about the problem. When sufficient information is gathered, the problem is forwarded to the Metropolitan Public Works Department. At the department level, a work order is entered and forwarded to the road maintenance supervisor.

In turn, the pothole repair is scheduled and the work is then completed. Responsiveness to problems such as this has become the routine for Metro Government, much to the delight of the citizens.

When more complex issues are presented, a more involved approach

may be in order. If, for instance, the issue raised by the public involves several departments, then the Mayor’s Office of Neighborhoods may convene a meeting to discuss a coordinated effort to resolve the issue. It is not uncommon for several agencies such as Codes Administration, Police and Public Health to work together for a multi-faceted solution.

Responsiveness to problems and concerns is critical and success achieved only when satisfaction is reached.

For assistance with Metro Nashville/ Davidson County Issues, please call the Mayor’s Office of Neighborhoods at 862-6000

The Mayor’s Office of Neighborhoods Staff:

Michelle Cummings Steele, Director

- Billy Fields, Deputy Director
- Monica Clayton, Neighborhood Liaison
- Gabriela Coto, Neighborhood Liaison
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